

CITY OF BURBANK

BENEFITS COORDINATOR

DEFINITION

Under direction, to plan, supervise, and coordinate the activities of the Employee Benefit Services Office; to perform a variety of technical and administrative duties; and to do related work as required.

ESSENTIAL FUNCTIONS

Supervises and coordinates the work of clerical and technical personnel in Employee Benefit Services; develops and recommends improvements to procedures and policies in assigned program areas; trains and assists in evaluating employees; independently researches and prepares correspondence, reports, and other routine documentation related to employees, departments, and vendor inquiries or informational matters; interprets, applies, and advises employees on City policies and regulations; prepares reports; assists in employee orientation and exit interviews; coordinates annual open enrollment for health insurances; maintains pertinent employee records and files; oversees the processing of Personnel Action Forms in accordance with established policies and procedures; assists employees in enrolling in various benefit programs; resolves routine concerns and/or refers employees to the appropriate resources; reconciles employee benefit billings against appropriate employee information; verifies employees' eligibility for benefits; requests and distributes warrants for benefit payments; maintains necessary contracts with insurance vendors in accordance with all applicable contracts (MOU); assists with the negotiation of contracts with third party providers; makes independent judgements and decisions based on standard policy or procedures.

MINIMUM QUALIFICATIONS

Employment Standards

- Knowledge of – the principles of supervision; computer software applications; employee benefit structures, administration and management, including goal setting; laws, rules, and regulations relating to the insurance industry and employee benefit programs, such as COBRA, ERISA, LTD/STD, etc.; modern office methods, procedures, and equipment; basic arithmetic.
- Skill in – leadership, supervision techniques, analytical reasoning, and problem solving.
- Ability to – read, interpret, and apply applicable laws, regulations, codes, procedures and MOU provisions; effectively explain complex policy provisions for City benefit programs; research and prepare detailed reports and records; provide effective customer service; maintain confidentiality when necessary to handle confidential information with prudent discretion; plan, coordinate, and organize work to meet deadlines; reconcile figures; compose routine correspondence demonstrating good English skills; work independently under limited supervision; analyze administrative problems, evaluating alternatives, and implement creative resolutions; effectively deal with vendors and other health professionals; represent the department effectively in meetings, including making presentations; foster a teamwork environment; establish and maintain effective working relationships with supervisors, vendors, fellow employees, and the public.

Education/Training: Three years of increasingly responsible experience in the maintenance of comprehensive organizational benefits and insurance programs, including at least two years of supervisory experience. NOTE: An Associate of Arts degree may be substituted for two years of the required experience.

SUPPLEMENTAL INFORMATION

A valid California Class "C" driver's license or equivalent may be required at time of appointment.